

Metrc Support Bulletin



Bulletin Number: DC_IB_007	Distribution Date: 7/23/18	Effective Date: 7/23/18
Contact Point: Metrc® Support	Subject: Sales reminders for Metrc	
Reason: The DOH has identified a few common reporting errors that have occurred in Metrc and would like to remind the licensees of steps that need to be taken to ensure accurate reporting.		

Zero Quantity Sales

The Metrc team is aware that Medical Marijuana sales in the District can be made at \$0, so long as a quantity of Medical Marijuana is established in the transaction. Due to this, the DOH would like to remind licensees to monitor their “Sales Receipts” in Metrc to ensure all sales are showing up with a quantity associated. Below is a screenshot of what would constitute a zero-quantity sale in Metrc.

Receipt	Sales	Customer Type	Patient	Caregiver	Packages	Total	
 0000000011	07/23/2018 06:42 pm	Patient	XXXXX		1	\$20.00	<div>Void</div>
Package							<div></div>
Item			Quantity		Total		
ABCDEF012345670000013274			Buds - Blue Dream		0 g		\$20.00
<div><div><div>1</div><div>of 1</div></div><div>20 rows per page</div><div>Viewing 1 - 1 (1 total)</div></div>							

If a dispensary employee is reconciling sales from their POS system and notices a zero-quantity sale was processed, the recommended steps to resolve this issue would be as follows:

1. Verify the receipt is valid, and the quantity that should be associated with the sale is established to the correct Metrc package.
2. Click on the receipt, in which it will highlight the line orange.

Receipt	Sales	Customer Type	Patient	Caregiver	Packages	Total	
0000000011	07/23/2018 06:42 pm	Patient	XXXXX		1	\$20.00	Void

Package	Item	Quantity	Total		
ABCDEF012345670000013274	Buds - Blue Dream	0 g	\$20.00		

1

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20rows per page

Viewing 1 - 1 (1 total)

3. Select the “Edit Receipts” button in Metrc
4. Enter the correct quantity for the sale, and if any other information needs to be reconciled do so accordingly

- ## Edit Receipts

Sales Receipt # 1

Receipt

Sale Date/Time

☒ Patient
☐ Caregiver

Patient No.

07/23/2018
 06 : 42 PM

Package # 1

Available

(package)


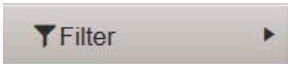
Quantity

Total Price \$

The DOH and Metrc have identified instances where patients within the District have been recorded within a sale as an “External Patient”. As a reminder, all patients that meet the requirements of reciprocity are the only patients that should be designated as an “External Patient” when processing a sale. If the patient has been incorrectly entered, a dispensary should follow the same steps outlined within *Zero Quantity Sales*, but instead of making an edit to the quantity, the edit should be made to reconcile the correct customer type.

Receipt	Sales	Customer Type	Patient	Caregiver	Ident. Method	Packages	Total	
▶ 0000000011	07/23/2018 06:42 pm	ExternalPatient	123456		State ID - N/A	1	\$20.00	Void

Metrc guidance steps on the best method to reconcile “External Patient” sales will go as follows.

1. Go to your “Sales Receipts”
2. Select the  next to “Customer Type” column
3. Scroll and select the  option
4. Select “Contains” and type in “External”

Filter by:

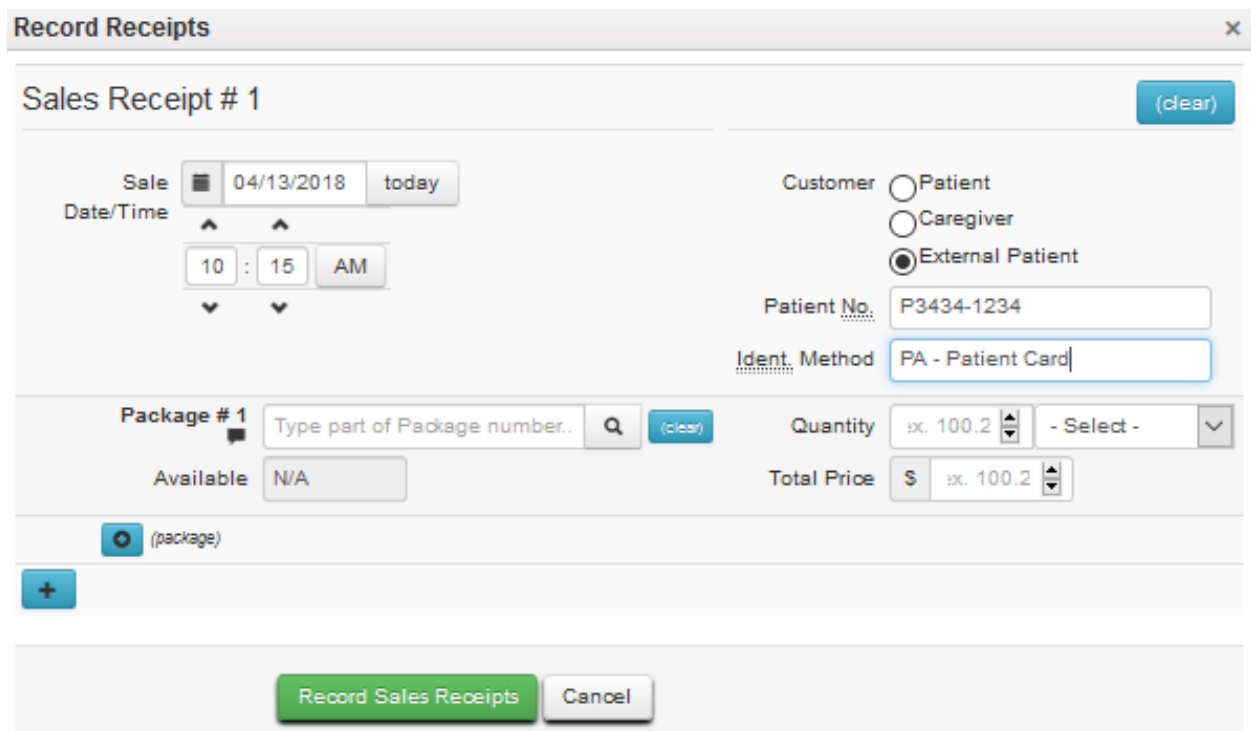
Contains ▼

External

5. Click 

By following these steps, you will now be able to see all sales that have been made and reported into Metrc as an “External Patient”

Example of a correct Sales Receipts when entering an external Patient:



Record Receipts [X]

Sales Receipt # 1 [clear]

Sale Date/Time: 04/13/2018 today
 10 : 15 AM

Customer: ☐ Patient
☐ Caregiver
☒ External Patient

Patient No.: P3434-1234
 Ident. Method: PA - Patient Card

Package # 1: Type part of Package number. [clear] Quantity: ex. 100.2 - Select -
 Available: N/A Total Price: \$ ex. 100.2

(package)

[+]

[Record Sales Receipts] [Cancel]

Notes to remember:

- Patients should only be designated within the patient field.
- Caregivers should only be designated within the caregiver field.

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- **No** personally identifiable information should be entered such as name or birthdate.
- There should be no entering of any letters, numbers, or symbols other than the ones directly designated to the patient or caregiver number.

If you should have any questions regarding information within this bulletin, please reach out to the Metrc Support team via email at support@metrc.com or by calling 877-566-6506.